

## Steps for Using Mail Order through Express Scripts

Here is some information to make the transition as easy as possible for members interested in using the Express Scripts mail order program. (For new prescriptions or changes in strength members must obtain a 30-day supply from a retail pharmacy before a 90-day supply can be filled).

### **To order mail order prescriptions by mail:**

- Obtain a 90-day prescription from your physician.
- Clearly write your full name, address and Social Security Number/ID Number on the original prescription.
- Complete the patient profile included with your ID Card packet. Patient Profiles are also available by contacting the Express Scripts Customer Service Center at 1-800-513-9502.
- Mail the patient profile along with your original prescription(s), and appropriate copay to:  
**Express Scripts, Inc., 3684 Marshall Lane, Bensalem, PA 19020-9863**

### **To order mail order prescriptions through the Internet:**

- Log into the website at [www.express-scripts.com](http://www.express-scripts.com) and sign in as a member.
  - Click on *Get Mail Service* on the left side of the screen.
  - Choose the family member as appropriate and complete the on-line questionnaire.
  - Click the *Submit* button to send your patient profile to Express Scripts
  - Mail your prescription(s) and appropriate copayment to:  
**Express Scripts, Inc., 3684 Marshall Lane, Bensalem, PA 19020-9863**
- Or*
- Log into the website at [www.express-scripts.com](http://www.express-scripts.com) and sign in as a member.
  - Click on *Mail Serve Order Form* in the center of the page.
  - Print the form, complete the required information, and mail along with your prescription(s) and appropriate copayment to:  
**Express Scripts, Inc., 3684 Marshall Lane, Bensalem, PA 19020-9863**

### **To Obtain mail service refills**

Mail service prescription refills are available by mailing in the refill slip, which you will receive with **each** Express Scripts order. Refills are also available by contacting the Express Scripts Customer Service Call Center at 1-800-513-9502 or through [www.express-scripts.com](http://www.express-scripts.com)

You may order your refill when you have 30 days worth of your current medication remaining. This 30-day window allows Express Scripts sufficient time to ensure you receive your medications before you run out or run short. You should receive your medications within 10-14 business days from the day Express Scripts receives them for processing.

### **Mail Order Delivery**

Express Scripts uses the United States Postal Service to deliver medications unless the medication requires special shipping. Examples include medications requiring a signature for delivery and/or medications requiring iced delivery. In those cases, Express Scripts covers the cost; you are only responsible for your copayment.

You may request delivery by UPS or FedEx if you need a shipment faster than normal – the cost of this special shipping request will be added to your invoice.

Medications are shipped in tamper resistant packaging that doesn't indicate what is contained in the package. If packages are lost or damaged, Express Scripts will replace the medications at no additional cost to you. However, Express Scripts requires that 16 days pass from the date shipped before they replace a lost medication to ensure it has not been delayed in delivery.

Express Scripts can also ensure your medications continue to be delivered if you will be away from your permanent address for an extended period of time. If you will be in another area at the time your prescriptions are due to be refilled, simply notify Express Scripts' customer service of the temporary address where you would like your medications mailed. Express Scripts will change the address in its system only for the period of time that address will be in effect. At the end of the temporary time period, Express Scripts' system automatically reverts to your permanent address.

Pennsylvania is a mandatory generic state (**where the mail order pharmacy is located**), and unless you or your physician indicate you must receive the brand name medication, a generic will be dispensed. Please note that the new Generics Plus Choice Program implemented on July 1, 2002 by the State of Delaware will still allow you to get the brand name medication when a generic is available, but you will be charged the difference in cost in addition to the generic copay.

Please feel free to contact the Express Scripts Customer Service Center at (800) 513-9502 with any questions regarding mail order. The representatives are available 24-hours a day, 365-days a year to service your needs.